



## **Guidelines for Requesting an Exception to the use of Interactive Voice Response (IVR) System**

Direct service providers of Kansas Department for Aging and Disability Services-Home and Community Based Services (KDADS-HCBS) (FE, I/DD, PD, TBI, TA) and MFP (FE, I/DD, PD and TBI) are required to utilize the IVR system to document time worked and activities relating to service delivery. The utilization of the IVR is necessary to meet documentation requirements in order to support claims submitted for reimbursement of services rendered.

In the event every attempt to utilize the IVR was unsuccessful and all documented training efforts have been exhausted, the employing agency may submit a formal request via for an “exception to the required use of the IVR system” via the Request for Exception to use of KS AuthentiCare-IVR form. The form must be submitted to the KDADS HCBS-ks@kdads.ks.gov. The following information must be included in the request:

- Name of the individual receiving HCBS services
- Medicaid number of the individual receiving HCBS services
- Number of unsuccessful attempts to utilize IVR
- Copy of translated resources available to accommodate the language barrier
  - Include DSW’s primary language
  - An exception will not be granted for language barrier reasons when a translated language is provided by the system.
- Copy of the training policy/process for the use of IVR system
- Dates and types of additional training provided to direct service worker following unsuccessful attempts.
  - Following documented unsuccessful attempts to train the DSW, the managing employer must determine the worker is not qualified provider due to inability to perform required job functions.
- It is a program requirement that the DSW must be able to perform all tasks related to the duties of the DSW, including required use of IVR system for the purpose of documentation of time and attendance.

An administrative committee will review the request within 10 business days of receipt of the request, and approve or deny the request for an exception to submit paper documentations in lieu of the IVR system. If additional documentation is requested of the provider, KDADs clock stops and the

provider must submit the documentation to KDADS within 10 business days. If the additional requested documentation is not submitted within 10 business of KDADS request, a decision will be made based on the documentation that KDADS received with the initial request. If the “exception” is granted, the direct service worker may as an alternative to the IVR submit a paper documentation of time worked and activities relating to service delivery. It is the responsibility of the provider to notify KDADS of a worker who has been granted an exception.

Once the exception is granted, the DSW must retain a copy for the purpose of providing proof of the “exception” in the event the DSW seeks employment elsewhere and an exception may be necessary.

The consumer/ Financial Management Provider must verify with Kansas Department for Aging and Disability (KDADS) whether a DSW has an approved exception to the required use of the IVR system.